

USPS Monthly PRC Report July 2018

The Postal Regulatory Commission referred 38 inquiries to the Postal Service in July 2018. Customers received responses on average within 6 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services 33 – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services 5– i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures 0 – i.e., general information, obtaining refunds or exchanging postage, suggestions, and international inquiries.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

Passport to convenience

Tool allows customers to schedule appointments



Customers can use a new online tool to schedule a first-time appointment for a passport book, passport card or both.

Customers can use a computer or mobile device to go to usps.com/scheduler and schedule a first-time appointment for a passport book, passport card or both. The tool guides users through four easy steps, allowing them to choose a day, location and time, and to provide their details. Customers who are renewing a passport must do so by mail and don't need to make an appointment. These customers should take their documents and payment to the nearest Post Office and mail everything to the Department of State using Priority Mail or Priority Mail Express service.